



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE APPLICATION OF :  
Michael P. LILLY et al. : EXAMINER: Beth Van Doren  
SERIAL NO: 09/690,566 : CONFIRMATION NO.: 1577  
FILED: October 17, 2000 : GROUP ART UNIT: 3623  
FOR: SYSTEM AND METHOD FOR :  
DETERMINING AND REDUCING  
CUSTOMER SERVICE IMPACT

AMENDMENT UNDER 37 C.F.R. § 1.111

COMMISSIONER FOR PATENTS  
P.O. BOX 1450  
ALEXANDRIA, VA 22313-1450

SIR:

In response to the Office Communication dated February 2, 2006, the period for response has been extended to August 2, 2006 by the three-month Petition for Extension of Time, filed herewith, please consider the following remarks:

**Remarks** begin on page 2 of this paper.